VISTA UNIFIED SCHOOL DISTRICT

SYSTEMS SUPPORT TECHNICIAN

Purpose Statement

The purpose of a Systems Support Technician is to provide software and hardware support to assure efficient and effective technology and network operations; perform a variety of technical resource services in the installation, troubleshooting, and maintenance of hardware and software; provide technical support to district and site staff.

This job reports to the Director of Information Technology.

Essential Functions

- Attends and participates in meetings, workshops, and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with internal and external parties for the purpose of conveying and/or gathering information required to perform job functions, implementing and maintaining services, providing technical assistance and support, and providing information and/or direction regarding information systems and services.
- Communicates with administrators, staff, and vendors for the purpose of implementing and maintaining services and programs, coordinating activities, resolving issues and conflicts, and exchanging information.
- Configures on-site network systems (e.g., servers, network security, internet and email access, printing applications, mobile devices, software installations, etc.) for the purpose of ensuring efficient operations.
- Informs supervisor and staff regarding procedures and/or status of work orders for the purpose of providing information for making decisions, taking appropriate action, and ensuring efficient operations.
- Installs, configures, and maintains a variety of software (e.g., adds or updates requested changes, performs network back-ups, enhancements, data source changes, adds additional functionality, service packs, application software, operating software, etc.) for the purpose of upgrading and maintaining District systems.
- Installs, configures, repairs, and maintains a wide variety of hardware, network services, and equipment (e.g., desktops, laptops, tablets, peripherals, switches, routers, servers, data communications hardware, modems, network devices, etc.) for the purpose of meeting district systems requirements.
- Maintains an inventory of supplies and equipment (e.g., mobile devices, computer cables, peripheral devices, replacement parts, laptops, tablets, etc.) for the purpose of ensuring availability of required items.
- Maintains systems and servers related to district local and wide area networks (e.g., email systems, accounts, print queues, workstation IDs, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, etc.) for the purpose of ensuring availability of services to authorized users.
- Monitors a variety of systems and functions (e.g., local and wide area network connections, network traffic, performance, point of sale equipment, etc.) for the purpose of ensuring that systems are secure and resources are utilized effectively.
- Operates various technical and office equipment (e.g., telephone, cable analyzer, hand and power tools, cloud management tools, switches, servers, printers, imaging software, etc.) for the purpose of delivering services in compliance with established guidelines and mandated requirements.

- Prepares a variety of manual and electronic documents, files, and reports (e.g., procedures, documentation, inventory, work orders, purchase requisitions, user and network information, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Provides end user support and training for the purpose of enabling end users to operate new and/or existing hardware and software.
- Responds to emergency situations for the purpose of resolving immediate concerns.
- Serves as a technical resource for the purpose of providing information and/or advice regarding active or planned projects.
- Troubleshoots a wide variety of hardware and software (e.g., servers, network connections, peripherals, audio and visual equipment including televisions, projectors, and sound systems, VOIP telephones, cellular and mobile devices, workstations, laptops, tablets, digital signage, etc.) for the purpose of resolving operational issues, restoring services, and identifying equipment and/or systems repair and replacement needs.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, highly complex technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- applying job-related codes, regulations, and laws;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications and office technology;
- planning and managing projects;
- preparing and maintaining accurate records;
- using Microsoft Office software applications, Google, and Apple based platforms;
- using pertinent network, application, and operating system monitoring and troubleshooting software.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include:

- business telephone and email etiquette;
- concepts of grammar, spelling, and punctuation;
- current programming languages;
- interpersonal skills using tact, patience, and courtesy;
- job-related codes/laws/rules/regulations/policies;
- methods of hardware and software installation and configuration;
- modern and emerging technology;
- modern office practices and procedures;
- networking technology and operating systems;
- office equipment and technology;
- operation of audio/visual hardware and devices;
- operation of multi-platform mobile and desktop devices and peripherals;
- principles, practices, and methods of documentation;
- recordkeeping and record retention practices;

- safe driving practices;
- safety practices and procedures;
- specialized and instructional hardware and software.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups and individuals;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;
- operating motor vehicles;
- planning and organizing work;
- preparing accurate records;
- providing customer service;
- reading, interpreting, explaining, and following laws, rules, regulations, policies, and procedures;
- setting priorities;
- understanding and following oral and written directions;
- working as part of a team;
- working with detailed information/data;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization’s services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under some temperature variations and under conditions with some exposure to risk of injury and/or illness.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Targeted, job related education with study in job-related area.

Equivalency: Graduation from high school or equivalent supplemented by college-level coursework in computer hardware and software applications or a related field and three years of related experience including hardware and software applications in a network environment.

Retention: In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee

must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Required Testing

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Certificates and Licenses

Valid California Class C Driver License

Continuing Educ. / Training

Clearances

Fingerprint and Background Clearance
Drug Test
Tuberculosis Clearance

FLSA Status	Approval Date	Salary Grade
Non-Exempt	Revised: 08/12/2003 Revised: 01/21/2014 Revised: 08/20/2019	Classified, Range 59